

Prioritisation & Planning update

Presentation to the Board January 2021

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With thanks and acknowledgments to Debra
Cooney



Background

- In March 2019 it was decided that Healthwatch Cornwall (HC) should develop a formal prioritisation process and Debra Cooney undertook a review of possible prioritisation criteria and tools.
- Various methods were looked at during this scoping, including some quite in-depth scoring tools, however following a Team Awayday in April 2019 a less technical approach was preferred
- Further discussion also took place at that team day on the Theory of Change with reference to the Healthwatch England Quality Assessment Framework and Making a Difference Toolkit. In particular emphasis was placed upon evidencing the impact/outcomes of project work.



Summary of work so far

Since then there have been a number of initiatives across HC in line with this intention to create a more project management style approach to HC's business, including the development of

- a protocol of identifying how issues come to our attention (“bubbling issues”) and how they can become key focus areas of work
- Implementing the project tools to ensure projects are relevant to our Business Plan and can be tracked and evaluated
- a spreadsheet to capture the work we are doing that can be updated regularly so it can be a record of achievement as well as a tool to see what capacity we have for new opportunities



Protocol

Stages of planning for bottom up prioritisation:

1. Face to face HYSs, website submissions, e-mails, phone calls.
2. High level prioritisation rating using priority matrix

	Impact			
Risk rating	Neutral	Minor	Moderate	Serious
	1	2	3	4
Weighting	0	2	4	6
Single event 1	0	2	4	6
2-3 events 2	0	4	8	12
4-5 events 3	0	6	12	18
6+ events 4	0	8	16	24

3. New Bubbling issues discussed at monthly P&P meeting
4. Responsive Reports after applying Assessment Wheel
5. Key focus areas requiring Theory of Change (a report could become a key focus area or link into one)
6. Other drivers in the Business Plan



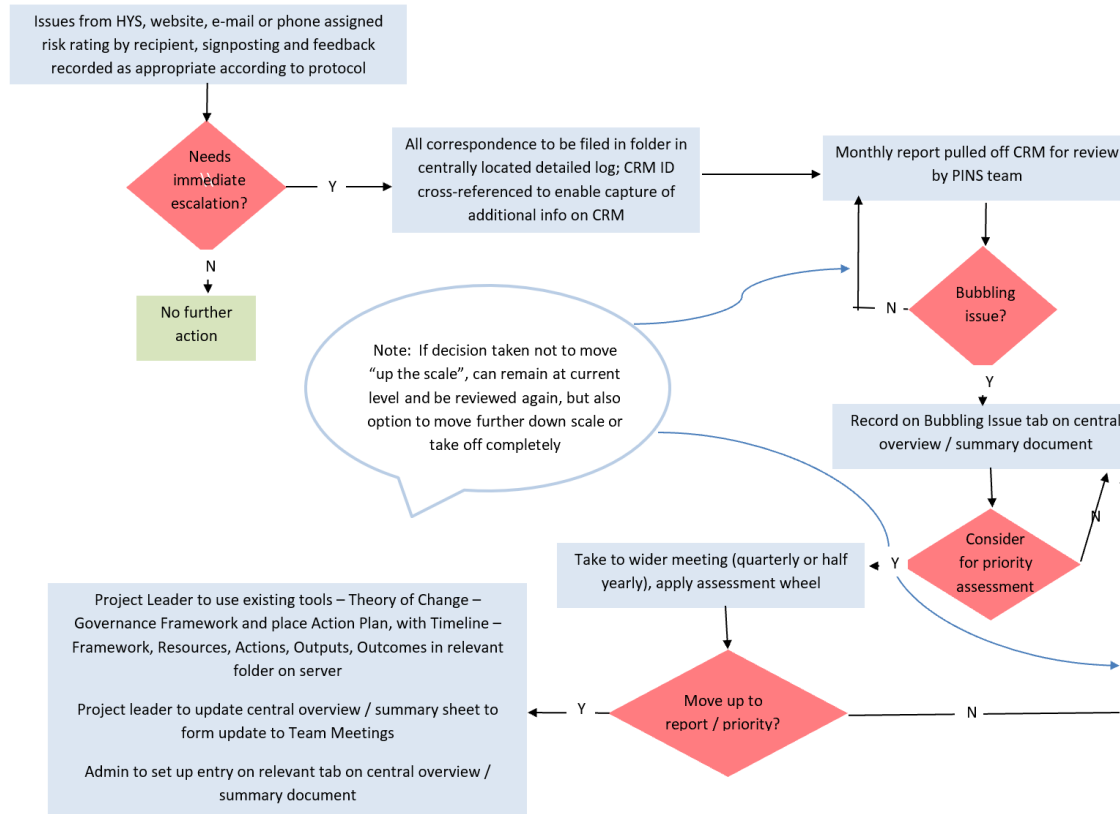
Monthly report from CRM

By Organisation - Risk rating 3 & 4 only			By Organisation - All negative feedback			By Organisation - All positive feedback		
Risk Rating	(Multiple Items)	▼	Sentiment	Negative	▼	Sentiment	Positive	▼
Row Labels	↕	Distinct Count of Feedback	Row Labels	↕	Distinct Count of Feedback	Row Labels	↕	Distinct Count of Feedback
Cornwall Partnership Foundation Trust		3	NHS Dentist		14	Cathedral Dental Practice		1
Royal Cornwall Hospital		2	Cornwall Partnership Foundation Trust		3	Victoria Community Care (Cornwall)		1
Cornwall Adult Social Care		2	Royal Cornwall Hospital		2	NHS Dentist		1
NHS Dentist		2	NHS Test and Trace		2	Grand Total		3
GP Surgery		1	St Austell Health Care		2			
Access Dental		1	White River Home Care		1			
White River Home Care		1	GP Surgery		1			
NHS Test and Trace		1	Cornwall Adult Social Care		1			
Probus Surgery		1	Access Dental		1			
Grand Total		12	Grand Total		27			
By Service - Risk rating 3 & 4 only			By Organisation - All negative feedback			By Organisation - All positive feedback		
Risk Rating	(Multiple Items)	▼	Sentiment	Negative	▼	Sentiment	Positive	▼
Row Labels	↕	Distinct Count of Feedback	Row Labels	↕	Distinct Count of Feedback	Row Labels	↕	Distinct Count of Feedback
Dentist (non-hospital)		3	Dentist (non-hospital)		15	Dentist (non-hospital)		2
GP practice		2	GP practice		3	Domiciliary Care/Care at home		1
Domiciliary Care/Care at home		2	Other (Community services)		2	Grand Total		3
Inpatient Care		1	Domiciliary Care/Care at home		2			
Other (Community services)		1	Obstetrics & Gynaecology		1			
Obstetrics & Gynaecology		1	Inpatient Care		1			
Care of the Elderly		1	Care of the Elderly		1			
Community Mental Health Team (CMHT)		1	Community Mental Health Team (CMHT)		1			
Equipment Service		1	Equipment Service		1			
Grand Total		12	Grand Total		27			



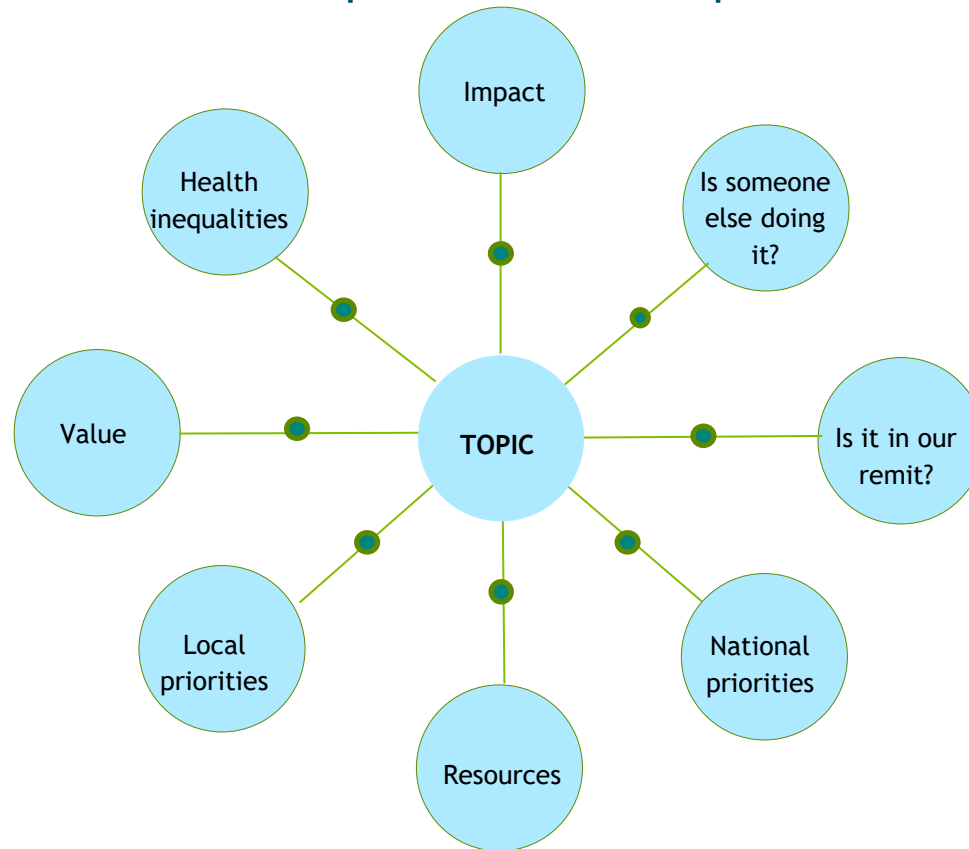
Flowchart

Prioritisation and Planning Flow Chart



Assessment wheel

Select the “dot” to move up and down the spoke



Theory of Change

Assumptions

People will want to share their views and we are asking the right questions.
 People understand the purpose of this work
 Decision makers want to engage, listen, and act on our findings.
 We have the capacity and resources to see the project through to the end
 We can deliver key milestones in the timeframe
 We are engaging with the right stakeholders
 HC respected as credible and independent

Long-term goal

- **Improved service response for the people of CIOS during pandemic:** we want to understand and improve the experience of people accessing health and social care service provision. Addressing identified gaps and engaging the right decision makers to act on our findings and recommendations.
- **To facilitate a post pandemic review:** to assist and encourage CIOS decision makers and service providers to evaluate patients' experience and views, with the aim to improve services
- **To consider patient and family perspectives:** at the heart of service improvement/ decision making

Outcomes

Decision makers/ providers and all stakeholders have a greater understanding of the impact of the pandemic on patients' experience
 Detailed analysis of people's experiences during the pandemic helping to inform future work and priorities
 Increase in digital feedback, previously collected from face to face engagement. Encouraging participation through online channels as well as through phonenumber
 The wishes and needs of the people of CIOS are shared, considered, and addressed by decision makers
 HC seen as key partner to improving services & public experience across the system.

Methodology

Host Covid-19 survey across social media channels and free phonenumber, as well as local press and radio

- Conduct public research and analysis, reaching diverse audiences across CIOS

Engage with key stakeholders and decision makers to ensure results and recommendations are considered at strategic level

Contribute to future work priorities as informed by the results of this work
 Use Ask Cornwall as a conversation starter and link to survey
 Send to mailing lists and through partnership boards

Inputs/resources

Staff time: research team, admin team, volunteers, comms and campaigns, Ask Cornwall
 Develop survey and agree with key stakeholders - feeding into national campaign at HW England
 Survey set up and roll out via Social Media and other marketing channels
 Analysis and report on findings from survey/ post survey work - engage with key stakeholders
 Invest time to review post-survey/ lessons learnt exercise
 Attendance at Meetings

Measures

1000+ survey responses.
 Report post survey respected and has positive influence
 Engagement from a cross section of the public, including those on or offline
 Public facing campaign through social media as well as press and radio
 Use of free phonenumber to reach hard to reach audience and ensure accessibility for all
 Information shared across the local health and social care system
 Rise in public feedback during a period of uncertainty
 Responses from survey inform future work and priorities



Spreadsheet - bubbling issues

Current	Source	Business plan theme	Links
Lack of emergency dental care and NHS dentist availability	Phone and web	People's Experience, dentistry	Covid survey, HE survey
Transition between children's and adult services	1 Relative	People's experience, Mental Health	
Provision of Home Care support / Continuing Health Care	2 Relatives	People's Experience	LD (PB), Complex Needs
DNR	1 relative	People's experience	
Upcoming issues to be discussed at next meeting:			
Rheumatology			
Domiciliary care, ASC complaints process	1 relative	People' experience	
Completed:			
Veor Surgery	2 service users	People's experience, PCNs	Covid survey, social media
Echoginicity - lack of awareness of the needs of deaf patients	1 service user - significant service issue	People's experience, PCNs	
Ear Irrigation	2 service users - needs update from last year's guidance	People's experience, PCNs	
Continuing Health Care	3 service users	People's experience	
Flu jabs	via BBC	Peopke's experience	
Maternity - partners at scans	MVP Facebook forum	People's Experience, MVP	
Unsafe Hospital discharge	2 service users	People's Experience, EMBRACE	Sarah Scoltock work, Ageing Well project
End of life visiting rights	Multiple service users	People's Experience, EoL	
Communication issues due to visitor restrictions	2 patients/relatives and multiple complaints at RCH and Derriford	People's experience	Hospital discharge, Ageing well, Embrace
Closure of ward Helston Community Hospital	1 -Volunteer following info. from South Kerrier PCN	People's experience	Hospital discharge, Ageing well, Embrace



Spreadsheet - Other tabs

Other tabs on the spreadsheet are:

- Reports

Initiative name (including a link to detailed project spreadsheet)	Business plan theme	Links to	Owner	Aim/Description	Current on/off track status (Red, Amber or Green)	Progress update	Issues	Next steps
Dentistry	People's Experience	Covid 19 survey	Jody Wilson	- Improve access to NHS dental services for service users - Specialist dentistry	A	Visit made to Harleigh Road, report and info available on Dentistry link Regular attendance at LDN, advising on survey for Oral Health & promoting it. Dec 20 meeting with commissioner, report available on Dentistry Link. HE report published.	Access to NHS Dentist especially emergency continues to be prevalent in Cornwall. Members of LDN negative to feedback.	Maintain links Jody has established over the past few months with LDN, Senate and HE

- Priorities
- Key focus areas
- HC Projects
- Overall summary



Spreadsheet - overview

	August	September	October	November	December	January	February	March
HC planned projects								
Adult Safeguarding		Report	Report					
ASK Cornwall	Community Ambassadors		On hold apart from monitoring site	Workshop with Board		Decision by Board		
Business support	Register CIO		ODAG meeting; System OD support; initial meeting with Healthy Cornwall	CEO recruitment, new charity set up, budget work for next year	Progress Healthy Cornwall Action Plan			
Comms & Marketing		ASK Cornwall themes	Publish Covid survey report	Working with engagement team on maximising digital involvement				
Engagement		Review engagement programme		Develop new engagement programme, assist with Phase 2 of Covid survey				
MVP			Prepare for AGM	AS liaising with Vice Chair				
Partnership Boards		Quarterly meetings	Joint LD & Autism Service Users event, Joint LD & Autism PB	Carers PB meeting, Joint LD & Autism Service Users event	Quarterly meetings, Joint LD & Autism PB			
Research		Identify themes from survey to scope Phase 2	Patient Journey work Sarah Scoltock	Phase 2 - Covid Survey Work	Phase 2 - Covid Survey Work			
Volunteer Development	Monitor social care reviews	Plymouth uni volunteers		GP website review desk based opp		Develop Community Ambassadors role		
Key focus areas in Business Plan								
Service delivery priorities								
Responsive projects/reports								
Bubbling issues								
Key (one off/annual) events								
Archive/completed								



Questions?

Thanks for listening, we'd be pleased to share the presentation slides with you and to answer any questions you may have

